**Onboarding exercise project plan**

**Task 1 : Create bulk issues (min 100) in Helpshift.**

* The request is to use the create issue API and raise issues in bulk(min 100)
* We need to write a script in order to execute this API so that issues get created.

Request URL that we need to hit : <https://api.helpshift.com/v1/zeeshan-demo/issues>

**Task 2 : All the issues must be updated and closed by Bots/Automation**

* In order to update and close the issues created by Bots and Automation. I will be creating a bot through the admin dashboard and the bulk created issues will be captured by this bot where the key identifier will be the tag/custom\_issue\_field that has been passed in the script.

**Task 3 : Share the analytics of bulk issue automation via Analytics API and PBI.**

* When the issues have been created and updated/resolved by the bots we need to show the entire activity that we performed via the Helpshift’s Analytics API and Power BI.

Request URL tha we need to hit : <https://analytics.helpshift.com/v1/zeeshan-demo/analytics/issue/?app_id=zeeshan-demo_platform_20220607213907919-78205a21a9e5402&from=2022-06-20T13%3A30%3A00&to=2022-06-25T13%3A30%3A00>

**Flow chart of the exercise**

